



**Performance Analysts and Consultants MEETING SUMMARY**  
**March 6th, 2008, 1:30 – 4:00 pm**

**Lookout Room – 4<sup>th</sup> Floor, OB2**

**Members in Attendance:**

DOC – Doreen Geiger  
DSHS/DASA – Ted Lamb  
DSHS/DASA – Kathie Roberts  
MIL – Bernadette Ward  
DSHS/FSA – Abi Aina  
DSHS/DVR – Don Alveshere  
DSHS/DVR – Sandy Adams  
DRS – Karla Phillips  
DRS – Kim Smith  
DRS – Jilene Siegel  
DOR – Tiffany Hammond  
RCO – Rebecca Connolly  
PSP – Mary Beth Brown  
LNI – Larry Corbin  
OFM – Brian Willett  
DSHS – Chris Trujillo  
DSHS – Alice Liou  
DSB – Jim Lochner  
HCA – Kelly Foster  
GA – Jack Ziegler  
DOT – Steve McKerney  
DSHS/ESA – Sarah Kollin  
AGR – Maryann Cornell

AGR – Bob Bartusch  
DSHS – Randy Burk  
DSHS/RDA – Nancy Raiha  
DSHS/DCS – David Johnson  
DSHS/DCS – Brice Montgomery  
GMAP – Aaron Eisenbarth  
DOP – Melanie Reynolds  
OFM – Lynne McGuire  
GMAP – Karen Sampson  
GMAP – Robin Campbell  
GMAP – Bruce Botka  
SAO – Harriet Richardson  
SAO – Theo Yu  
LTGOV – Juliette Schindler Kelly  
LTGOV – Jackie Oien  
DOT – Ed Spilker  
UTC – David Rogers  
DSHS/MHD – Andy Toulon  
PRT – Crystal Hart  
LCB – Edmon Lee  
DSHS/MHD – Rita Shaefer  
OFM – Jeffrey Showman  
CTED – Cyndee Baugh

The meeting began at 1:32 PM.

## **Welcome**

Barb Burgener welcomed the group and began with introductions around the room.

## **POG: What's Next**

Lynne McGuire informed the group that there will be a POG process this year, but it will be different (still under development). There will be the same basic activities as before and contain the same results sections as before. The roll-out timeframe is May/June. Lynne is transitioning to a new role as CIO in the technology Division at OFM. Her replacement will be announced soon.

## **Performance Audits**

Theo Yu presented on planned audits for 2008:

- He shared with the group the work plan for 2008 and discussed that they have met with their agency leadership to discuss some areas of interest. There is particular interest in DSHS/DDD and Community Corrections at the Department of Correction. There is no firm decision to focus audits in this direction, but these areas are being studied.
- There is also discussion going on with agencies asking for their ideas of what should be audited. They have found that agencies are interested in looking at some of the areas they have known were problems before.
- Most of the audits are local governments, and many focus on engineering and construction projects.
- Theo gave the Department of Health kudos for how it addressed the Health Profession Audit compared to the Port of Seattle. A lesson to be learned for all who are facing a performance audit.
- To clarify the “Complaints Processing” audit:
  - SAO has been prioritizing complaints by “danger-level due to unresponsiveness”, which can be basically stated as “How bad is the result if a complaint goes unattended?”
  - Since children’s services complaints scored high in this preliminary ranking, SAO will be meeting with DEL for further research. No decision has been made yet as to the scope of this audit.

In response to one questions, a unique feature of the Washington SAO is that the office sets its own workplan, rather than having it set by the Legislature or Governor.

## **DataView Update**

Robin Campbell gave a tour of the new DataView website which can be seen [here](#).

Karen Sampson spoke to the group about the technical requirements of DataView. It was announced after a question from the audience that the “print” function is still being worked on. The DataView staff will also look into another question from the group

which was whether or not the \$50 charge to Microsoft was a one-time charge or a yearly charge.

Once agencies decide how many people to send to the DataView trainings, please let Pam Pannkuk know so that she can make the appropriate arrangements. Pam can be reached at 360-902-0424 or [Pam.Pannkuk@ofm.wa.gov](mailto:Pam.Pannkuk@ofm.wa.gov).

### **Division of Vocational Rehabilitation**

Director Lynnae Ruttledge presented on the Division of Vocational Rehabilitation's incredible process improvement that resulted in the end of a 14,274 eligible customer backlog. As Lynnae shared with the group this was a serious situation that made Washington State DVR the worst in the country and not able to meet any of the federal performance standards. After all management said we are in a forced federally imposed 'order of selection' so it's not really our fault. But that wasn't good enough for Lynnae. Coming in as the new director in 2005 she assisted her organization implementing GMAP sessions. Through these session management tried to craft information out of all the data they collected to see what was going on, they listened to staff, customers and partners, and by created a culture of increased expectations and commitment to improving customer service. It wasn't easy and tough decision had to be made. It was important to refocus on three very important essentials of their business.

- Better fiscal stewardship
- Increased employment outcomes
- Improved rehabilitation rate

### **Announcements**

GMAP is hosting a series of classes with Steve Marshall called "Managing with Data". Although the dates are arranged by measure team, you are free to attend any class you wish. There are two dates that are reserved strictly for Directors and their deputies. To encourage your attendance, this class is being provided free of charge.

Curt Coffman registration is currently at 690 people. Kudos to everyone for continuing to support and promote these events. Please encourage your co-workers to sign-up for this event.

The WSQA Spring Symposium is May 14. This is the only major event of the year as there is no more Fall Forum. Besides the City of Coral Springs Florida, Sharp Medical and the Army, all National Baldrige Award winners we have some great opportunities to learn from some of our own:

---

#### ***Next Steps in Improving Public Sector Agencies***

- **Marcus Gasper, Senior Assistant Director Administrative Services Department of Revenue**
- **David Stillman, Director, Division of Child Support, Department of Social and Health Services**

- **Gina Hale; Senior Administrative Law Judge, Office of Administrative Hearings**

Yes, the nonprofit and public sectors do use the proven Baldrige Criteria to measure up with world-class performers! Come hear from a panel of state agency leaders about how they integrate Performance Excellence in their transformational journeys. See how these agencies strike to improve their management systems so they can better serve their customers and public purposes. They will also share lessons learned from the WSQA application process

---

***Why real change still eludes many of us***

---

- **Brian Willet, OFM Budget Assistant -Performance Measures**

Many state agencies have fallen into the old trap of thinking if we just adopt the latest new practice (fill in the blank: GMAP, Baldrige, Lean, Six Sigma, Balanced Scorecard, etc.) that real improvement will automatically follow. The reality is that the real “music” does not necessarily come from the “what” we do but it is in the “how”.

Come and hear a back to basics discussion of Dr. W. Edwards Deming’s teachings about the System of Profound Knowledge, and be exposed to many common erroneous practices that have evolved during the implementation of recent service quality improvement initiatives

The meeting adjourned at 3:30 pm.